

Merthyr & Cynon Integrated Locality Group Quality & Safety Dashboard March 2022

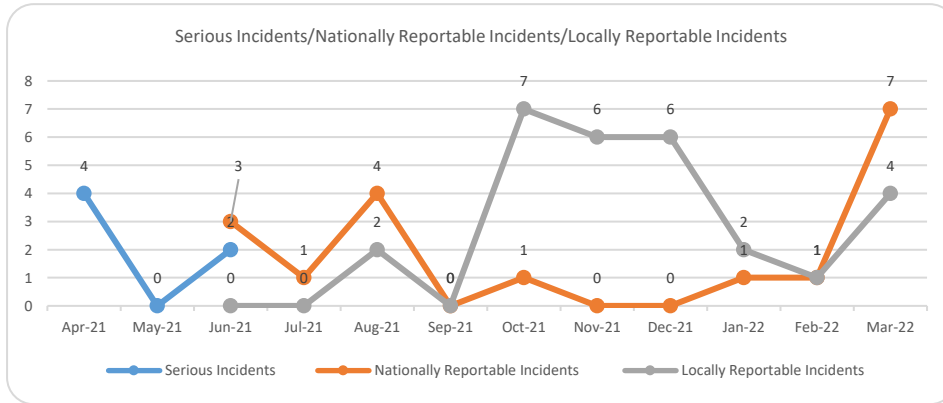
Nationally Reportable Incidents & Locally Reportable Incidents

Number of Nationally Reportable Incidents

8

Number of Patient Safety Incidents

915



Between the 01.02.22 and 31.03.22 a total number of 1070 Incidents were reported within Merthyr & Cynon ILG. This represents an increase of 11 compared to the previous 2 months. Of these, 86% (915) were reported under the type of patient safety during Feb-22 and Mar-22. Of the patient safety incidents, 26 were reported as resulting in severe harm (7) or death (19). This equates to 2.8% of the total number of Patient Safety Incidents reported within the Locality.

During the 2 months, 8 Nationally Reportable Incidents were submitted to the Delivery Unit and 5 Locally Reportable Incidents Identified. No new events were reported during the quarter.

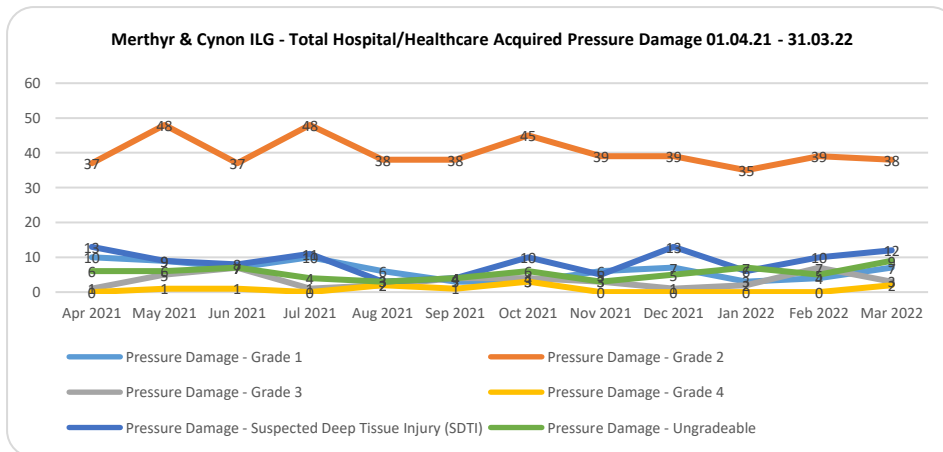
Pressure Damage Incidents

Total Number of Pressure Damage Incidents Reported

224

Total Number of Hospital Acquired

61



During Feb-22 and Mar-22, a total of 224 pressure damage incidents were reported, an increase of 41 compared to the previous 2 months. The highest number of pressure damage incidents for quarter 3 were identified as developed outside of hospital setting with district nursing input (75). Of the total number reported, 61 were identified as hospital acquired, with the Emergency Care Centre (12), Ward 12 (9) and Ward 08 at Prince Charles Hospital (7) reporting the highest numbers. 5 hospital acquired pressure damage incidents were reported as grade 3, there were no Grade 4 hospital acquired pressure damage incidents reported during Feb-22 and Mar-22. As at 19.04.22, for pressure damage incidents reported during Feb-22 and Mar-22, an investigation has been concluded for 150 incidents. Of these, 7 have been identified as avoidable.

Inpatient Falls

Total Number of Falls Reported

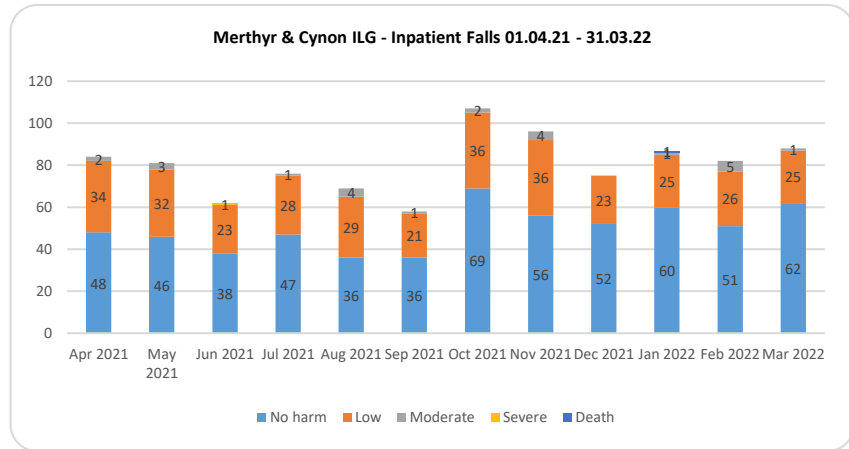
170

Number resulting in Severe harm / death

0

Between the 01.02.22 and 31.03.22 a total of 170 inpatient falls were reported for Merthyr & Cynon ILG. Of these falls, 113 were reported as no harm, 51 were reported as low harm, and 17 were reported as moderate harm. There were no inpatient falls reported as resulting in severe harm or death for Feb-22 and Mar-22. This represents an increase of 8 falls when compared to the previous 2 months.

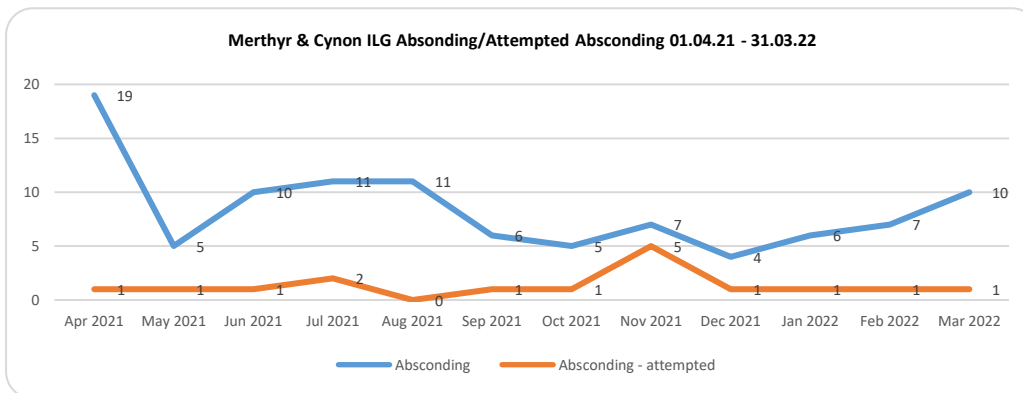
As at 19.04.22, for falls reported during Feb-22 and Mar-22, an investigation has been concluded for 148 incidents. Of these, 7 have been identified as avoidable.



Absconding Incidents

Total Number of Absconding Incidents

19



Between the 01.02.22 and 31.03.22 a total number of 19 Absconding Incidents were reported within Merthyr & Cynon ILG. This represents an increase of 7 compared to the previous 2 months. Of the 19 incidents, 17 were categorised as Absconding, 2 were categorised as Attempted Absconding.

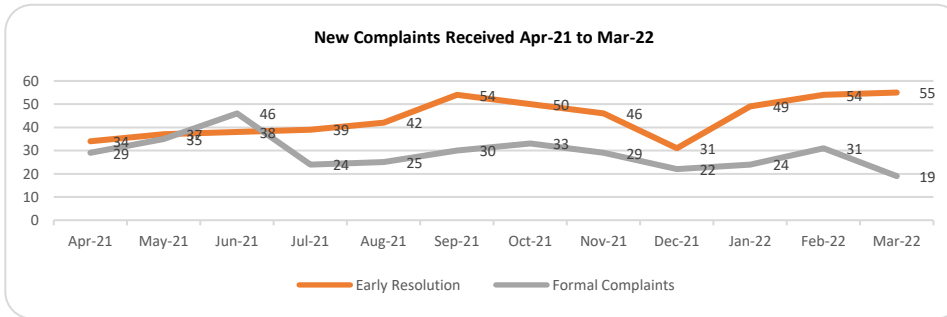
Complaints

Number of Formal Complaints Managed through PTR

50

% Formal Complaints response within 20 Working Days

64%



Between the 01.02.22 and 31.03.22 a total of 159 complaints were received for Merthyr & Cynon ILG. Of these complaints, 69% (109) were recorded under Early Resolution, 31% (50) were recorded under Formal Complaints. This represents an increase of 33 complaints compared to 2 months. The service groups with the highest number of formal complaints for Feb-22 and Mar-22 are Women & Children, Medicine and Surgery, Anaesthetics and Theatres & Critical Care. A breakdown is summarised in the table below.

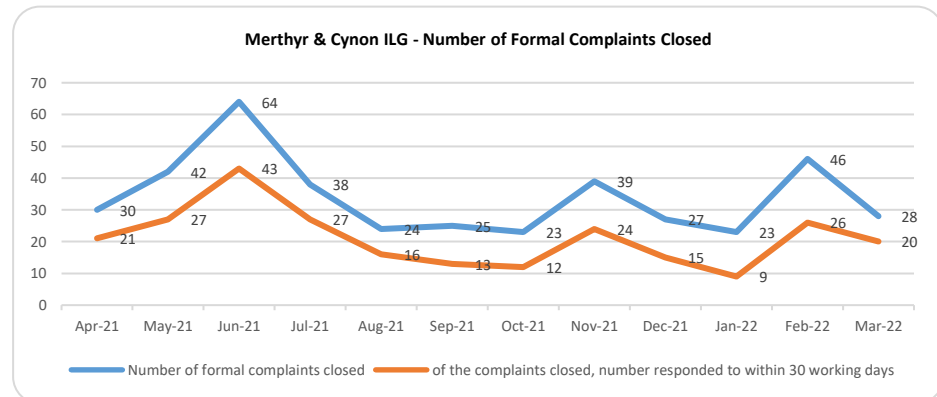
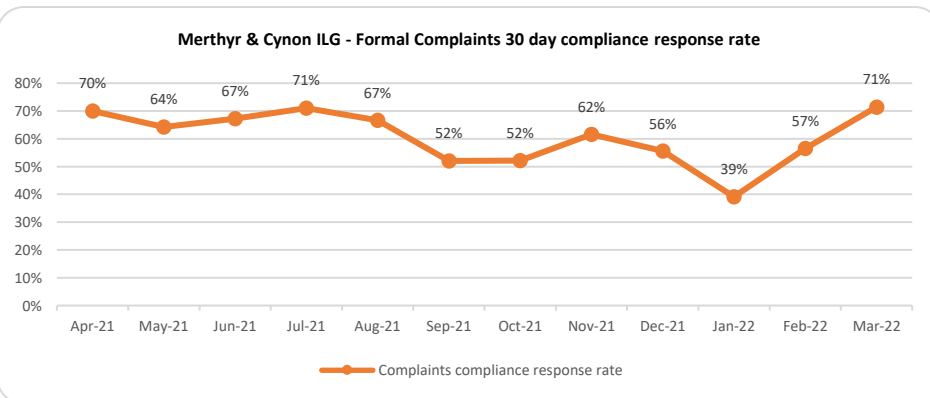
A breakdown of the top 3 type of complaints received during the quarter is summarised below.

	Feb-21	Mar-21	Grand Total
Clinical Treatment/Assessment	17	14	31
Communication Issues (including Language)	6	1	7
Appointments	3	2	5

	Feb-22	Mar-22	Grand Total
Women & Children	11	8	19
Medicine	7	8	15
Surgery, Anaesthetics, Theatres and Critical Care	8	2	10

As of 19.04.22, there are currently 25 open formal complaints recorded on Datix under Merthyr & Cynon ILG. 7 formal complaints are currently over the 30 working day compliance with 2 formal complaints being over 6 months overdue.

Between 01.02.2022 and 31.03.2022, 74 formal complaints were closed. Of these complaints 62% (46) were closed within 30 working days. This represents a 14% increase in complaints compliance as compared to the 2 months.

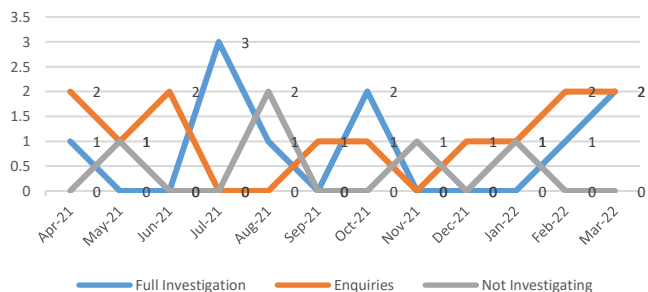


Public Services Ombudsman for Wales

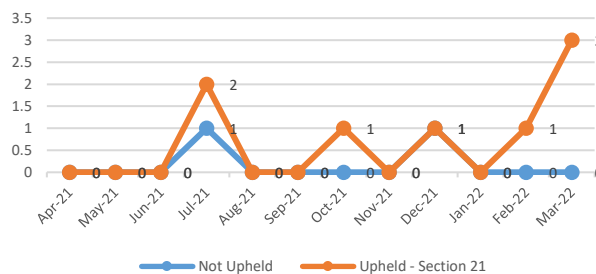
Number of New cases

7

Merthyr & Cynon ILG - No of Cases Referred to PSOW



Merthyr & Cynon ILG - Ombudsman Reports Received
01.04.21 - 31.03.22



Between the 01.02.22 and 31.03.22 a total of 7 cases were transferred to the Public Services Ombudsman for Wales. Of these cases, 3 were recorded as Full Investigation, and 4 were recorded as Enquires. This represents an increase of 4 cases as compared to the previous 2 months. During Feb-22 and Mar-22, the locality received 4 final reports, all which were upheld (section 21).

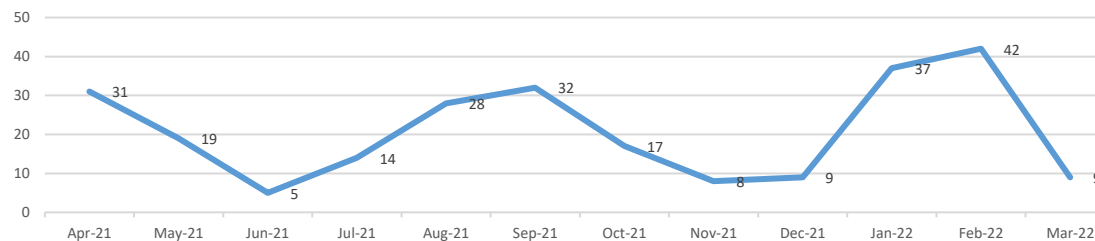
Compliments

Number of New Compliments Received

51

Between the 01.02.22 and 31.03.22 a total of 51 Compliments were recorded on Datix for Merthyr & Cynon ILG. This represents an increase of 5 as compared to the previous 2 months. The trend in relation to compliments received is highlighted in the chart.

Merthyr & Cynon ILG - No of compliments received 01.04.21 - 31.03.22



Claims & Redress

Number of New Cases Transferred to Redress

2

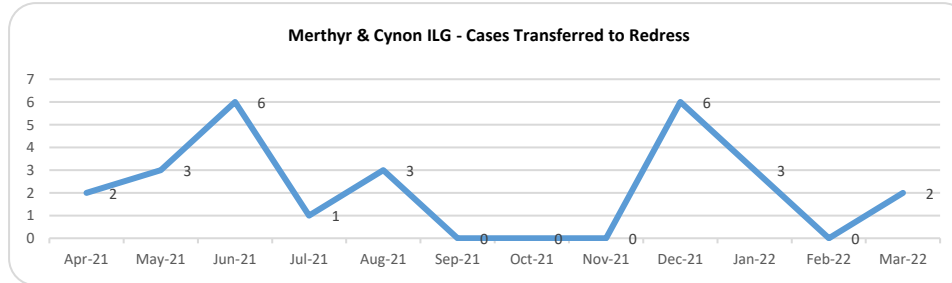
Number of New Claims Received

2

Number of Learning from Events Reports Due

34

Redress



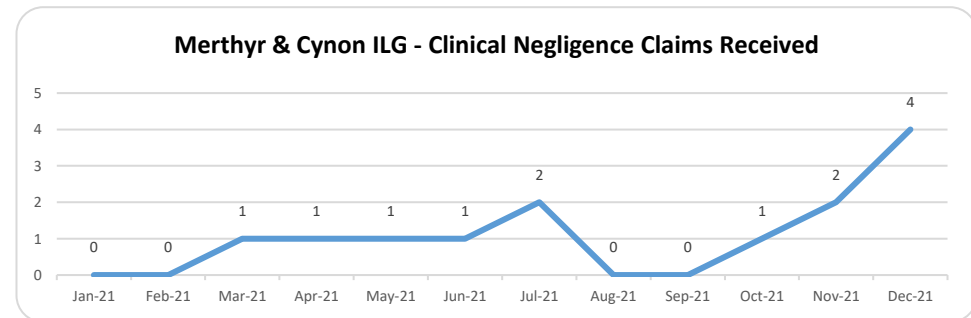
Between 01.02.22 and 31.03.22, a total of 2 cases were transferred to redress relating to services within the Merthyr & Cynon ILG. Both cases related to the Medicine CSG.

During Feb-22 and Mar-22, for Merthyr & Cynon ILG, 0 redress cases were closed. A cleansing exercise is being undertaken in relation to Redress, therefore detailed information will be provided in future reports.

Claims

Between 01.02.22 and 31.03.22, a total of 2 Clinical Negligence Claims were received for Merthyr & Cynon ILG. This shows a decrease of 6 when compared to the previous quarter.

During Feb-22 and Mar-22, a total of 7 Clinical Negligence Claims were closed. Of the 7, total costs associated with these cases amounted to £47,592.00. The following outcomes were recorded for the concluded cases – Withdrawn (3), Risk Management Settlement (1) which related to Medicine and Treatment Error, and Admission of Liability (3), which related to Medicine (2) – Treatment Error and Delays, and Women & Children (1) Treatment Error.



Learning from Events Reports

As at the 19.02.22, the Locality had 28 (19 CN, 2 PI, 7 Redress) outstanding learning from events reports due. Of these, 23 (18 CN, 5 Redress) are overdue (past 60 days).

Inquests

Number of New Inquests Received

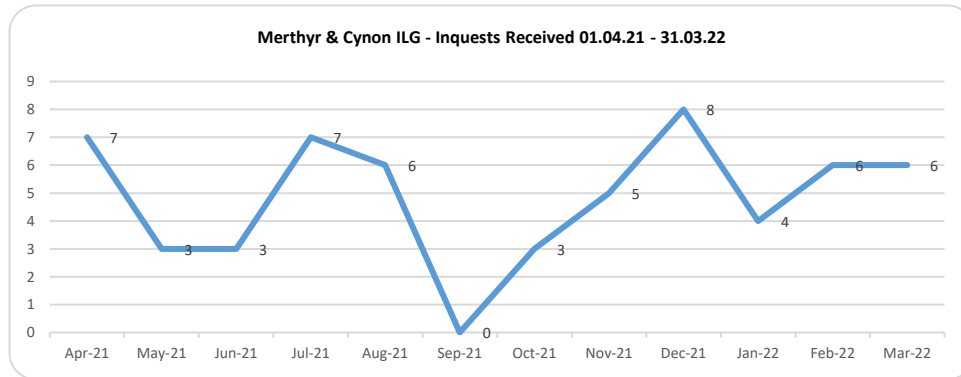
12

Number of Inquests Concluded

6

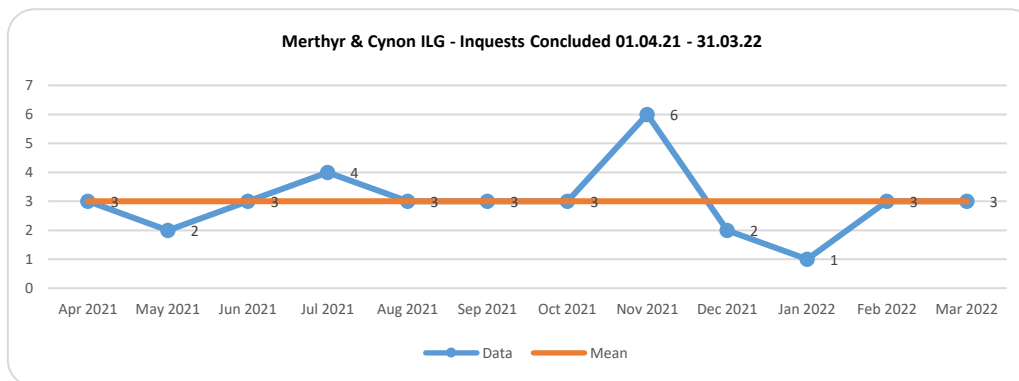
Regulation 28 Reports Received

0



Between the 01.02.22 and 31.03.22 a total of 12 Inquests were received for Merthyr & Cynon ILG. Of the 12 inquests received, 5 were reported under Medicine, 3 were reported under Surgery, Anaesthetics, Theatres and Critical Care and 4 were reported under Mental Health.

During Feb-22 and Mar-22, a total of 6 inquests were concluded. The outcome of these inquests is provided in the table below:



Outcome of Inquests	Feb 2022	Mar 2022	Total
Inquest - Accidental Death	0	2	2
Inquest - Narrative Verdict	1	1	2
Inquest - Natural Causes	1	0	1
Inquest - Suicide	1	0	1
Total	3	3	6

No regulation 28 reports were received within Merthyr & Cynon Locality during the 2 month period.